



DEPARTMENT OF THE NAVY
NAVAL TRAINING CENTER
2601A PAUL JONES ST
GREAT LAKES, ILLINOIS 60088-5000

NTCGLAKESINST 11101.5D
N5
05 OCT 99

NTC GREAT LAKES (COMPLEX²) INSTRUCTION 11101.5D

Subj: ADMINISTRATION, MANAGEMENT, OPERATION AND REGULATIONS
OF NAVAL TRAINING CENTER (NTC) BACHELOR HOUSING (BH)

Ref: (a) OPNAVINST 11103.1B
(b) CNETINST 11103.1C

Encl: (1) Management Responsibilities
(2) Operation of the Transient BHs
(3) Bachelor Housing Regulations
(4) BEH Room of the Month
(5) BEH Advisory Board
(6) BOH Advisory Board
(7) Inspection Results Memorandum (NTC-11101/48) (Rev. 9-98)

1. Purpose. To supplement policies set forth in references (a) and (b), and publish regulations and provide guidance for the administration, management, and operation of Bachelor Housing (BH) at Naval Training Center (NTC), Great Lakes. Enclosures (1) through (7) contain specific guidance for BH administration.

2. Cancellation. NTCGLAKESINST 11101.5C. This instruction has been substantially revised and should be reviewed in its entirety.

3. Responsibility

a. Commander, Naval Training Center (CNTC), Great Lakes, as host commander, has the responsibility for centralized management and operation of all BH facilities on the NTC plant account and for issuing regulations. CNTC retains sole authority to certify non-availability of quarters (CNAs) and single Basic Allowance for Housing (BAH) for the entire NTC complex. This authority is delegated to Director, Bachelor Housing Department.

b. The ACOS for Housing, shall:

(1) Be responsible for the management and operation of all BHs; for providing accommodations which meet minimum adequacy standards; for the proper operation of the front desk; and for

the requirements stipulated in enclosures (1) through (4). The ACOS for Housing may delegate the authority for daily operation of the BHs to the Director, BH Department.

(2) Ensure BH staff enforce all BH rules and regulations in accordance with current directives.

(3) Review delegated authority of the BEH/BOH Managers, to ensure standards of cleanliness and orderliness are maintained throughout. Additionally, the ACOS for housing shall continually review policies and procedures with the aim of improving the quality of life of all BHs. The BEH/BOH Managers are responsible for adhering to duties and policies listed in enclosures (1) through (4).

(4) Establish a responsive resident relations and communications program as outlined in enclosures (5) and (6).

(5) Establish Memorandums of Understanding for all commands utilizing an entire BH specifically for their command personnel.

(6) Submit all requests for diversions/conversions to the Chief of Naval Personnel (OP-157), via the chain of command, for approval.

c. Commanding Officers shall:

(1) Exercise primary military authority over their personnel residing in BHs, and assist the host BH staff in complying with governing regulations.

(2) Provide security, watchstanders, and/or other supplemental support personnel for the common BH areas when necessary.

(3) Ensure respective command's check-in/out sheet lists the BH Front Desk.

d. Personnel Support Detachment (NTC) shall ensure all personnel have been checked out of BHs by confirming that each member's check-out sheet has been stamped by the BH front desk staff. If this has not been performed, members shall be instructed to complete check-out process at the BH prior to being released by PSD (NTC).

4. Command Relationships. Centralized management control of all BHs by Commander, NTC (CNTC), is not intended to diminish or replace the authority, or control, of any commanding officer over their personnel residing in BHs; nor should it reduce their concern for habitability standards. Effective liaison must be maintained between NTC and tenant commands. To assist in this important liaison, commands assigned berthing for unit integrity purposes shall:

a. Issue in-house BH rules and regulations, as deemed appropriate, to set guidelines and procedures for recruits, special environment personnel, and "A" or "C" school students, and provide ACOS for housing, with a copy of the regulations.

b. Conduct inspections as specified in enclosure (3) using enclosure (7). The procedures and standards contained are minimum requirements. Commanding Officers are encouraged to conduct inspections more frequently if deemed appropriate.

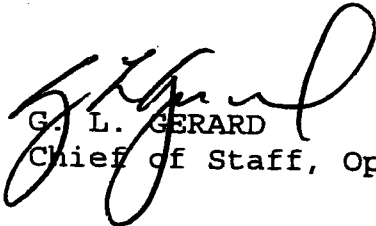
c. Ensure compliance with BH rules and regulations contained in enclosure (3).

d. Advise residents to keep easily pilferable items in personal lockers, secure windows, and ensure doors and lockers are kept secured.

5. Policy. Regulations and policies relating to Navy BHs will avoid unnecessary restrictions for which no sound reason exists. Personal privacy and security of personal possessions are important requirements, and personnel charged with the management and administration of BHs will adhere to those considerations. The assignment of an individual to accommodations, or the allocation of quarters to a unit, will remain unchanged during the period of residency to foster a proprietary feeling and encourage self-help improvements. However, application of the unit integrity concept will be accomplished in a practical manner to permit maximum utilization of available resources. Accordingly, the NTC Director, BH Department, is authorized to direct reassignment of personnel from outside any organization into quarters normally assigned to a specific unit, when necessary, to obtain maximum utilization and preclude unnecessary Basic Allowance for Housing (BAH) and per diem payments. Assignment of students to inadequate quarters may only be made for short and infrequent periods. Prior approval by CNTC is required.

6. Quality Bachelor Housing (QBH) Program. The QBH Program has been established to maintain a continual focus on upgrading NTC BHs. The scope of the council meetings, held at least quarterly, will include briefings concerning major changes to BH policy and regulations.

7. Forms. Inspection Results Memorandum (NTC-GL 11101/48) (Rev. 9-91) may be obtained through Defense Automated Printing Service, Building 2A.


G. L. GERARD
Chief of Staff, Operations

Distribution:

NTCGLAKESINST 5216.5M

Lists I, II (Case A), III-A, C

MANAGEMENT RESPONSIBILITIES

1. The ACOS for Housing (N5) is responsible to CNTC for the management and operation of all BHs, and shall issue supplementary instructions to the BH occupants to ensure complete uniformity on all matters pertaining to the highest standards of habitability are maintained in all BHs through the continual review of the BH management's policies and regulations. The ACOS shall ensure management policies and administrative efforts promote a positive atmosphere where courteous, efficient, and prompt attention to problems is the norm. He/She is responsible for:

a. The operation and management of all BH facilities on the plant account of NTC Great Lakes. Submission of all required reports in a timely manner.

b. The management of resources used for BHs, including manpower, facilities, funds, Furniture, Fixtures & Equipment (FF&E), and material.

c. Approving all requisitions for supplies and equipment contracts and correspondence affecting BHs.

d. Reviewing requirements and initiating inputs for contracts and correspondence affecting BHs.

e. Establishing effective liaison with commands, departments, divisions, and offices that provide goods and services to the BHs.

f. Establishing and managing a qualification training program for BH staff members.

g. Signing all work requests.

h. Reviewing the work request log book for necessary follow-up action.

i. Reviewing the status of work requests on a weekly basis with the ACOS for Installation and Environment (N4).

j. Visiting all BHs as frequently as possible, and maintain a log of visits.

k. Holding contracting authority to obligate

Non-Appropriated Funds (NAF).

1. Developing and updating annually Memorandum of Understanding with tenant commands who utilize barracks.

m. Developing and updating quarterly the utilization plan.

Note: These above responsibilities may be delegated to the Director, BH Department.

2. The Director, BH Department is responsible to the ACOS for housing the daily operation and management of all assigned BHs and will maintain standards of cleanliness and orderliness throughout. Additionally, the Director, Bachelor Housing Department will continually review policies and procedures with the aim of improving BH habitability. Director, BH Department duties include:

a. Meeting monthly with the BH Advisory Boards to discuss BH matters.

b. Conducting monthly and random inspections of rooms and common-use areas in the BHs. The purpose of these inspections is to ensure that the highest standards of habitability are being maintained. The inspector shall verify that government furnishings are being maintained, that published regulations are adhered to, and that the rights of all occupants are respected.

c. Establishing effective liaison with tenant commands, departments, divisions, and offices that provide goods and services for the BHs.

d. Establishing, managing, and controlling a responsive resident relations and communication program.

e. Enforcing the existing BH instructions and issuing supplementary instructions, as required, to enable equitable and efficient BH management.

f. Taking effective action to improve the habitability of the BHs by budgeting for FF&E, expendable supplies, and housekeeping and management personnel, as required.

g. Following daily bookkeeping and cash accounting procedures scrupulously.

h. Originating and vigorously pursuing self-help improvement programs.

i. Administering the watchstanding routine of the BHs.

j. Ensuring BH staff personnel adhere to the provisions of this instruction.

3. The Complex Managers of Transient, Staff and Student BHs report directly to the Director, BH Department, and is responsible for the proper management and leadership of assigned BH Complexes. Additionally, they are responsible for:

a. Meeting monthly with the BH Advisory Boards to discuss BH matters.

b. Conducting weekly and random inspections of rooms and common-use areas in the BHs. The purpose of these inspections is to maintain the highest standards of habitability. The inspector shall verify government furnishings are being maintained, published regulations are adhered to, and the rights of all occupants are respected.

c. Publishing the schedule of weekly inspections to all residents. A list of cleanliness and sanitary standards shall be posted in all rooms. Appropriate corrective action shall be taken when standards are not met during two consecutive weekly inspections.

d. Supervising the front desk to ensure local policies are observed in the assignment of rooms.

e. Initiating and forwarding all administrative matters through the chain of command.

f. Reviewing the BPO checklists, and forwarding them to the Director, BH Department.

g. Taking effective action to improve the habitability of the BHs by budgeting for FF&E, expendable supplies, and housekeeping and management personnel, as required.

h. Following daily bookkeeping and cash-accounting procedures scrupulously.

i. Originating and vigorously pursuing self-help improvement

programs.

j. Ensuring BH staff personnel adhere to the provisions of this instruction.

k. Supervising the activities of the BPOs and all other personnel assigned under his/her direct supervision, to include staff and temporarily assigned personnel.

l. The proper maintenance and upkeep of all BHs assigned (exterior and interior).

m. Escorting all formal and informal inspection parties.

n. Coordinating with Activity Public Works Officer (APWO), and Public Works Department on work requests.

o. Reviewing the working party checklist.

p. Reviewing the BPO checklists, and forwarding them to the Director, BH Department.

q. Carrying out assignments as ordered by the Director, BH Department.

4. Building Petty Officer (BPO)/Building Management Assistant (BMA). The BPO/BMA is responsible to the complex manager for the over-all cleanliness, maintenance, and operation of the particular building and area assigned. He/She shall:

a. As directed, inspect individual rooms for cleanliness and maintenance. The inspection shall not conflict with the privacy of the individual occupant.

b. Investigate and initiate necessary corrective actions, and advise the Complex Manager (via chain of command) and occupants of progress on complaints, or suggestions concerning repairs or improvements in the BH.

c. Supervise and report the performance of all military, contractor and NAF custodial workers in all phases of cleanliness, maintenance, and operation of the BH.

d. Provide to residents necessary supplies and equipment to effectively clean and maintain the BH.

e. Ensure adequate linen is available for issue to each

f. Provide room and berthing status to the front desk clerk, using the daily BPO report.

g. Conduct daily inspections of all common use areas to ensure the BH is clean and attractive in appearance and habitability.

h. Attend BH Advisory Board meetings.

i. Ensure all equipment, such as televisions, laundry, refrigerators, vending machines, and recreational gear, is in good operating condition, that malfunctions are reported to the front desk clerk, that corrective action is promptly initiated and follow-up action taken.

j. Control FF&E assigned in each building.

k. Operate a baggage storeroom in assigned building, and ensure stored baggage is free of flammable material, corrosives, and firearms.

l. Complete the BPO checklists, and forward to the Complex Manager.

m. Ensure working-party functions are completed by initialing each item of the working-party checklists and forward to the Complex Manager for review.

n. Adhere to policies and procedures set forth in reference (b).

5. Front Desk Supervisor is directly responsible to the BEH/BOH Manager and shall be responsible for the supervision, performance, and training of front desk clerks, and shall:

a. Prepare work schedules for front desk personnel.

b. Ensure the cleanliness and orderliness of the front desk and office areas.

c. Ensure that professional, courteous, and friendly service is provided at all times.

d. Originate performance evaluations on all front desk personnel.

- e. Perform the duties of the reservationist; i.e., accepting, confirming, and documenting all reservations.
- f. Control and monitor the usage of all registration forms and Daily Activity Records (DARs).
- g. Instruct and monitor the front desk clerks on proper key control procedures.
- h. Ensure all front desk clerks perform duties in accordance with references (a) and (b).
- i. Monitor all reports provided from the nightly audit.

6. Central Cashier. The Central Cashier position will normally be the responsibility of the Front Desk Supervisor, who is directly responsible to the BEH/BOH Manager, and shall verify receipts and the appropriate documents to be forwarded to the Bookkeeper. He/She shall:

- a. Ensure and review the accuracy of Daily Activity Reports.
- b. Make bank deposits and the appropriate entries in the bank logbook.
- c. Ensure BH residents are charged accordingly by verifying receipts against registration cards.
- d. Prepare daily, weekly, and quarterly occupancy reports and submit a DD utilization report annually.

7. Front Desk Clerk. The Front Desk Clerk is directly responsible to the Front Desk Supervisor for the assignment of occupants within the BH and custodial control of individual room furniture and keys. In addition to assisting the Front Desk Supervisor, he/she shall:

- a. Maintain the locator files.
- b. Compile daily occupancy reports.
- c. Monitor and coordinate all BH trouble calls.
- d. Ensure check-in/out procedures are adequate and adhered to by all occupants.
- e. Ensure occupants are informed of any and all information

that pertains to occupancy, cleanliness, and maintenance of the BH.

f. Ensure professional, courteous, and friendly service is provided at all times.

g. Provide check-in/out service 24-hours per day, seven days a week.

h. Act as custodian for lost and found articles.

8. Custodial Force. The custodial force will be comprised of contracted civilian labor, pending the availability of appropriate funds. Military personnel will supplement the work force, using resources such as TPU, Apprentice Training Division, or other military working parties assigned on a daily basis to the BPOs for cleanliness and maintenance of the BHs. Specifically, the custodial force shall:

a. Clean all common-use areas and grounds surrounding the BHs on a daily basis (TRANSITPERSU only, civilians as directed).

b. Assist the BEH/BOH Managers in maintaining the BHs at an appropriate level of cleanliness and comfort for the occupants.

c. Report to the Executive Housekeeper any complaints or suggestions they may receive concerning the BHs and any known or suspected breach of regulations or discipline.

d. Carry out duties as outlined in the job description.

OPERATION OF THE TRANSIENT BACHELOR HOUSING

1. General. Operation and administration of the Transient BHs are set forth in references (a) and (b). The purpose of the Combined Billeting Fund (CBF) and transient quarters is to provide basic housekeeping services and generate a profit, which will be used to improve the habitability of quarters for transient personnel.

2. Management. Basic management and administration of the BHs is discussed in enclosure (1) of this instruction.

3. Reservations. In order to maintain maximum occupancy and to assist potential residents with their travel arrangements, reservations shall be made upon request for all eligible transient and permanent party personnel on official travel orders. Active-duty personnel on leave, active-duty personnel traveling without orders, and retired personnel are permitted to use the BHs on a space-available basis. Military family members and guests may utilize transient quarters with permission from the BEH/BOH Transient Managers.

a. Reservations shall normally be made no more than 90 days prior to arrival.

b. Reservations will be accepted via letter, fax, message, or telephone.

c. Reservations will not be held past 1800 on the day of the scheduled arrival, unless special arrangements have been made.

d. Reservations for reserve members undergoing training should be made through their respective commands or cognizant readiness command. Those personnel on official travel orders may make direct reservations.

e. Confirmed reservations may be pre-empted for personnel requiring "military necessity" berthing; however, every effort shall be made to notify the requester and assist in completing other arrangements.

f. In the event accommodations are not available, travel orders shall be endorsed in accordance with reference (b) with a "Non-availability of Government Quarters" stamp.

4. Registration. Registration and check-outs must be made in

person at the front desk, BEH 834 or BOH 62. All registrants must present proper identification and travel orders, if applicable, prior to room assignment. Front desk personnel shall ensure that the registration form is completely filled in and the proper charges are assessed. All transient enlisted personnel, regardless of ultimate destination (e.g., RTC, SSC, etc.) shall report to the Central Billeting Office, Building 834, for determination of availability/nonavailability of government quarters.

5. Service Charges: Service charges are established to cover the cost of housekeeping and custodial services and amenities not available from appropriated funds. These funds are used to upgrade housing services for the quality of life of our patrons. Service charges will be payable on departure for those staying less than 30 days. For those personnel staying longer than 30 days, bills will be paid by the fifth calendar day of each month. The following daily service charge will be collected from all occupants who reside in transient quarters:

a. Enlisted E-1 through E-4	\$ 8.00
b. Enlisted E-5 through E-9 (additional guest)	\$13.00 \$ 3.25
c. Enlisted residing in VIP suites (additional guest)	\$29.00 \$ 7.25
d. Officer with shared bath	\$13.00
e. Officer residing in private suites (additional guest)	\$23.00 \$ 5.75
f. Officer residing in VIP suites (additional guest)	\$29.00 \$ 7.25
g. Lost key fee	\$15.00

6. Check-Out Policies. Check-out for all transient residents is 1100 for the BOH and 1300 for the BEH. Check-out after posted times will result in a one-day additional charge. Personnel failing to follow proper check-out procedures shall be billed a fee of \$30.00 via their ultimate reporting station to cover charges for key replacement and door-lock repinning.

7. Criteria for Residency. The criteria and priority for residency in the transient quarters is cited in reference (b).

8. Housekeeper Duties. Housekeepers shall be NAF employees hired and administered by the BEH/BOH Manager.

a. Specific duties and responsibilities shall be promulgated by the BEH/BOH Managers.

b. Areas of responsibility include all transient personnel spaces.

c. The executive housekeeper shall provide immediate supervision of housekeepers, per enclosure (1).

d. Residents of NTC BHs will apprise the BH management staff promptly of material, safety, and habitability deficiencies in their assigned room.

e. The payment for service charges and receipt of housekeeping services does not reduce the resident's responsibility for cleanliness of his/her spaces. Residents should contact the front desk if housekeeping-staff cleaning is not satisfactory.

BACHELOR HOUSING (BH) REGULATIONS

1. General. The NTC BH regulations are intended to promote quality of life in the BHs and safeguard government property. They are not meant to be overly restrictive, nor a form of harassment. Cooperation of residents with these regulations will ensure a harmonious and safe residency.

2. Assignment of Rooms. The Front Desk Clerk, BEH 834, and BOH 62 will assign rooms to authorized personnel reporting on board.

a. Residents may occupy only one bunk in the room assigned.

b. If room assignment is not compatible with rate or status, i.e., permanent party, staff or student please see front desk supervisor to resolve the issue.

c. Residents who do not maintain a clean room, subject to the findings of daily inspections, may be subject to disciplinary action.

3. Daily Living Standards. These daily living standards are established to ensure the health and safety of all residents. They also help residents to be considerate of each other. Although transient personnel are provided maid services, all residents must cooperate to ensure rooms and berthing areas always meet the following standards:

a. The cleanliness of each room and bathroom is the responsibility of each resident. Residents with a shared bathroom shall be jointly responsible for its cleanliness.

b. Cleaning gear may be checked out from the front desk or by contacting your BPO. Because of the limited amount of cleaning gear available, check out only what is required for immediate use.

c. Vacuum cleaners and carpet shampooers are available at the front desk or by contacting your BPO/BMA and shall be returned immediately after use.

d. Standards of Cleanliness. The following standards will be strictly adhered to:

(1) Daily Standards

- (a) Empty trash can(s).
- (b) Store all food substances in sealed, sanitary containers.
- (c) General cleaning as needed.

(2) Weekly Standards

- (a) Field day (all residents).
- (b) Comply with daily standards.
- (c) Clean refrigerator.
- (d) Clean microwave.
- (e) Walls and doors free from dirt and marks.
- (f) Change bed linen.
- (g) Sweep/vacuum floors as appropriate.
- (h) Thoroughly clean shower curtain.
- (i) Clean/disinfect shower stall/bathtub.
- (j) Dust and polish furniture.
- (k) Clean vents and air ducts.
- (l) Clean radiators, window sills, and venetian blinds.
- (m) Clean mirrors.
- (n) Stow clothing in lockers/drawers.

(3) Residents are responsible for maintaining their assigned locker in the following manner.

a. Personal gear will be stowed neatly; no gear shall be stowed under mattresses or hung on bunks, except for towel and wash cloth, which may be neatly hung at the foot of the bunk.

b. Personal lockers shall be identified by a name

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card; if replacement cards are required, contact the front desk. No person shall occupy or use any locker not specifically assigned to them and will not forcibly enter a locker, including their own. Base security and authorized BH personnel are the only authorized individuals who may cut locks.

4. Building Petty Officer (BPO)/Building Management Assistant (BMA) Visits. BPO/BMA will visit spaces in their areas of responsibility. Permanent party rooms will be visited once a week. These visits are designed to serve residents by checking on the material conditions of their rooms. This is part of management's responsibility to the residents. Upon completion of the visit, the BPO/BMA will leave a Results Memorandum for the resident. It is expected that most residents will comply with daily living standards and BH regulations; however, if a problem remains uncorrected, the following steps will be taken:

a. For personnel E-6 and below:

(1) The resident will be personally contacted by the BPO/BMA.

(2) Should the first step fail, the resident's supervisor will be contacted by the complex manager.

(3) Should both of these steps fail, the resident's department head will be contacted by the BEH Manager and disciplinary action may be taken.

b. For Chiefs: Will be personally contacted by the BEH Manager.

c. For Officers: Will be personally contacted by the BOH Manager.

d. Some violations to regulations are so serious that BPOs are required to take immediate action. If the BPO finds weapons, misappropriated government property, or controlled substances (marijuana, amphetamines, barbiturates, hallucinogenic substances, heroin, hashish, etc.) in quarters, the area or room will be secured; and the Director, Public Safety Department, will be notified.

5. BH Inspections

a. Commander, Naval Training Center, Great Lakes, must be satisfied that the BHs provided by this command give each

resident his or her entitlement to safe, healthy, and comfortable housing. In order to do this, the Commander, or his designated representative, will periodically inspect BHs. Commanding officers of tenant/component commands and department directors of tenant/component commands, having subordinates residing in the BHs, shall periodically conduct informal inspections of their personnel's rooms. In addition, division officers and leading chief petty officers are encouraged to conduct periodic inspections with the BEH/BOH Manager and/or BH Staff Personnel.

b. Major inspection discrepancies are those discrepancies that, if not corrected, could result in health and/or safety hazards to BH residents. Some major discrepancies include:

- (1) Trash receptacle full or overflowing.
- (2) Unclean or undefrosted refrigerator.
- (3) Open and uncovered food in rooms or used soda/beer cans and bottles improperly stored.
- (4) Unclean eating and drinking utensils.
- (5) Other than normal accumulation of dust or dirt on furniture.
- (6) Dirty linen, or unmade beds.
- (7) Excessive electrical appliance load, or inadequate size extension cords, or unauthorized electrical appliances.

c. A room may be given a grade of unsatisfactory for only one minor discrepancy, provided that the discrepancy is prevalent to such an extent that the over-all appearance of the room is significantly degraded. A small amount of gear adrift is a minor discrepancy; however, when coupled with another minor discrepancy, such as an unmade bunk, this is sufficient to cause a grade of unsatisfactory to be given during an unannounced inspection. A significant amount of gear adrift, though it may be the only discrepancy, is sufficient to warrant a grade of unsatisfactory during an announced formal command inspection.

d. Gear adrift is defined as personal belongings improperly stored or thrown about the room, thus creating a disorderly appearance. The most frequently found example of gear adrift are shoes and clothing scattered about the room.

e. Scheduled inspections are announced inspections that provide occupants advance knowledge and sufficient time for preparation. For this reason, these inspections are more strict and formal in nature than the BPO weekly visits.

f. Unannounced inspections are conducted periodically to ensure that BH rooms are being maintained in a reasonably neat and clean manner. The occupants are not provided prior knowledge of these inspections. For this reason, the requirements for a satisfactory inspection are less stringent. A copy of the inspection results will not be left in the room unless the room is either outstanding or unsatisfactory. Occupants who receive a grade of unsatisfactory on an unannounced inspection will be required to report to the BEH/BOH Manager on the next working day following the inspection. Failure to do so may result in disciplinary action. Occupants who repeatedly fail to pass an unannounced inspection will be reported to their leading chief, division officer, and/or department head/commanding officer and moved to less than desirable quarters or be requested to vacate the quarters.

6. Results of Room Inspections

a. If a BH room receives a grade of Outstanding in three consecutive announced inspections, and has not received an Unsatisfactory in any unannounced inspection during the same period, their room will not be inspected until three announced inspections have been completed.

b. Should an occupant fail room inspection, they will be informed of the discrepancies and date of reinspection. If they do not pass the second inspection, appropriate action will follow.

7. Assistance in Preparing for Inspections. To help occupants pass all inspections and maintain rooms in a clean, healthy manner, room-cleaning gear is available for use at each BH. Any questions concerning proper cleaning techniques, or difficulties obtaining cleaning supplies, are to be addressed to the BPO.

8. Keys. Master and room keys shall not be given to anyone, with the exception of the BH staff personnel. If a resident is locked out of his/her room, authorized BH staff personnel shall unlock the door after proof of residency is established. No Bachelor Housing keys are held by Police, OOD, Security Department or Maintenance Department, by which occupants may gain entrance to quarters if locked out. At assignment, the new

occupant is issued a key to their quarters. If locked out during the hours of 0700-1600, Monday through Friday, BH does have extra keys which may be checked out long enough to unlock the quarters, then key must be returned. The member must bring their ID card or a key cannot be issued. If locked out without transportation available to go to Central Billeting to obtain a temporary key, call that office and, if available, someone will come unlock the member's door. If locked out after normal working hours, member may call the Trouble Desk for a list of locksmiths. Any locksmith services rendered, will be at the member's expense.

9. BEH/BOH Advisory Board. The BEH/BOH Advisory Board affords each resident a voice in the operation of the BHs. Complaints or suggestions that affect the BHs as a whole should be submitted to the resident's representative for action. The Advisory Board Meeting is open to all hands who reside in the BH. All residents are invited to attend. Meetings for the advisory boards are held in accordance with enclosures (5) and (6).

10. Complaints and Suggestions. Residents with complaints or suggestions should contact the BEH/BOH Officer at 688-2170 or 688-3777, respectively, or contact any BH staff member. Written comment sheets are solicited, and a deposit box is available in each BH. A reply from the BEH/BOH Officer can be expected weekly and will be posted on the official bulletin board or sent to the resident.

11. Checkout. When a permanent party resident is ready to check out of the BH, issued linen and room key must be returned to the front desk at BEH 834 for enlisted personnel and BOH 62 for Commissioned Officers. Transient personnel do not have to return linen to the front desk. The front desk clerk shall assist each person in completing the check-out procedure. No resident shall vacate the BH without first checking out at the front desk. The following procedures are required when checking out:

a. Residents must notify the BPO prior to checking out of the BH. A joint inspection of the resident's room will be accomplished prior to check-out.

b. Prior to requesting an inspection, the resident must have personal property packed, locker emptied, trash removed, and a clean room. Residents will not be approved for check-out if the room contains discrepancies; i.e., vandalism. Prior to check-out, arrangements must be made with BH management to provide for compensation or repair.

c. Permanent party personnel shall check out during normal working hours, 0700 to 1600.

12. Bulletin Boards. The official bulletin board on the lower deck of each BH contains information of an official nature. Residents are responsible for knowing the information posted on the board. An unofficial bulletin board is also provided for unofficial notices; however residents may not post or remove any information without the permission of the BEH/BOH Manager.

13. Security of Lockers, Room, and Personal Possessions. Residents are the best deterrent to theft and crime in quarters. To prevent thefts and other crimes, the following steps must be taken by each resident:

a. Keep valuables locked in the locker provided. Lockers must be locked when personnel, to whom they are assigned, are not in close attendance. Lockers must be kept clean and gear neatly stowed.

b. Doors and windows should be locked when leaving the room.

c. Do not leave valuable personal possessions in parked vehicles.

d. Report all thefts, no matter how small, to the BPO/BMA and front desk clerk.

e. Report any suspicious activity to the front desk clerk at extension 2170/3777.

14. Baggage Storeroom. A baggage storeroom is provided so bulky containers and excess gear may be removed from the berthing areas, giving residents more living space. The storeroom, maintained by the BPO, is closely controlled and provides maximum security for personal belongings. The BPO will receive or issue items anytime during the BPO's normal working hours. In the event of an emergency, the front desk clerk may be contacted for issue. For complete details on procedures and restrictions, the BPO should be contacted.

15. Berthing Area Furniture and Decor. Personnel may decorate their rooms as desired, in good taste and judgment. Articles may be hung on bulkheads with scotch tape. Nails, screws, tacks, and decals may not be used. Personnel desiring to paint must receive prior approval of the BEH/BOH Officer. No articles are to be

adhered to the front or back of doors.

a. Privately owned furniture may be placed in permanent party rooms only. If necessary, the BEH/BOH Manager is to be notified in order to remove the government furniture (storage space permitting).

b. All occupants of a room must be in agreement with any decor change, such as paint color. Equal floor space shall be provided all occupants.

c. The BEH/BOH Manager authorizes hanging framed pictures, prior to installing wall fixtures.

d. Fire exits must not be blocked.

e. Screens must not be removed from windows.

16. Electrical Appliances. All electrical devices must be Underwriters Laboratory "UL" approved.

a. Appliances such as clocks, radios, televisions, turntables, tape recorders, and coffee pots are authorized in individual rooms, provided the equipment and cords are in good condition and do not create a fire hazard. An authorization form, approved by the NTC BH Manager and Fire Marshall for microwaves and coffee pots, is required. This form is obtained at the front desk.

b. Appliances such as hot plates, toasters, grills, and heaters are prohibited. Anyone having such articles must stow them with the BEH/BOH Manager. Unauthorized heat-producing appliances will be confiscated by the BPO and turned over to the complex manager for proper action.

c. Although extension cords are authorized, one per outlet, their use for multiplication of electrical outlets is prohibited. The use of U/L surge-protected electrical cords is required.

17. Laundry Facilities. Laundry facilities are for the exclusive use of residents doing their personal laundry. The facilities are provided free of charge and must be left clean after each use. All clothing not removed shall be held by the BEH/BOH Manager for 60 days, and if unclaimed, shall be given to the Navy Relief Thrift Shop. Machines out of order should be reported to BH Management immediately.

18. Furniture. Residents are responsible for maintaining furniture in good condition. Broken furniture or missing articles must be reported immediately. Furniture shall not be removed from the assigned room without permission from the BEH/BOH Manager. All furniture has been assigned to each room and is recorded on custody cards maintained by BH management. If furniture is moved from one room to another, the information must also be transferred from one custody card to another.

19. Phone Calls and Messages. Phone calls and messages will be taken by the front desk clerk. Additionally, to protect residents, visitors or callers will not be furnished with your room number or other personal information. A message bulletin board is maintained at the front desk, where all routine calls and messages will be posted. Please check the message board frequently to help keep the board up-to-date. If possible, a staff member will locate you for any emergency calls or messages. Use of office phones will be restricted to official business only and are not to be used for incoming calls.

20. Safeguarding Valuables. Residents are reminded to safeguard their valuables. Do not leave watches, rings, money, etc., outside your locker. Residents may engrave their personal belongings by checking out the engraving machine from the front desk clerk. Doors and windows shall be locked when no one is present. Report all thefts, no matter how small, to the NTC Security Department (telephone extension 3420) and BEH/BOH Manager or staff personnel.

21. Fire Safety. The safety of residents demands certain fire precautions:

- a. Smoking in the BHs is absolutely prohibited.
- b. No open flame-producing devices (including incense burners and candles) are permitted.
- c. Do not leave irons plugged in. When finished, turn off the iron and set it in a safe place to cool.
- d. Model fuels, paints, and similar combustibles may be kept in small quantities (one pint or less) in the original containers. Larger quantities of these items and all other combustibles are not permitted in berthing spaces, or baggage storage rooms.

22. In Case of Fire. If there should be a fire, the following

actions will be taken:

a. Sound the alarm.

(1) Energize local fire box.

(2) Call the front desk clerk and the Fire Department at extension 3333.

b. Secure windows and doors and turn off electrical equipment. Do not endanger yourself.

c. Get out of the building.

d. Stand by to assist as directed.

23. Fire Drills. To ensure proper reaction in case of fire, unannounced fire drills will be held. Unsatisfactory fire drills may be followed by practice drills until satisfactory response is achieved.

24. Food in Rooms

a. Food of a nonperishable nature may be kept in rooms, provided it is neatly stowed in airtight containers. Open food shall also be stowed to prevent infestation by rodents or roaches.

b. Perishable food must be properly covered and kept in the refrigerator.

25. Cooking in Rooms. Due to high sanitation standards necessary to reduce insect and rodent infestation in the close living conditions in the BH and to keep fire hazards to a minimum, cooking in rooms without kitchens is not permitted. Microwave ovens are permitted in buildings that can handle the electrical load (residents must check with BPO for individual building). Residents are urged to make use of the dining facilities, clubs, vending machines, and BH kitchens.

26. Pets. No pets, other than fish, are permitted in the quarters.

27. Resident Conduct. Consideration for others must characterize the conduct of BH residents at all times.

a. Excessive noise is not permitted in rooms or public

areas. Audio equipment must be played at such a volume that other residents are not disturbed.

b. No resident may enter another resident's room without the specific permission of the assigned resident.

c. Quiet hours are maintained throughout the BHs from 2200-0630 weekdays and 2400-1000 on weekends and holidays.

28. Sunbathing. Sunbathing is permitted inside fenced areas as provided. Consideration for others must be observed in regard to apparel.

29. Guests

a. Visiting hours for guests are from 0800-2000 Sunday through Thursday and 0800-2400 Friday, Saturday, and holidays.

b. Residents are authorized to have guests in public lounges and single occupancy rooms.

c. Guests shall not be permitted to stay overnight in rooms, unless authorized by BEH/BOH Manager or Bachelor Quarters Director.

d. Guests must be sponsored by a resident, as well as accompanied by the resident at all times.

30. Appropriate Attire. Proper attire for residents and guests is as follows:

a. Residents must be properly clothed while in public areas of the BHs. Good taste and consideration for others must be observed.

b. Residents must wear footwear while in public areas at all times.

c. Guests must adhere to clothing rules for residents.

31. Gambling. Gambling of any sort is prohibited in the BHs.

32. Weapons, Ammunition, and Explosives. Residents shall check weapons, ammunition, and explosives into the NTC Armory (located in Building 4) for safekeeping. Items such as firearms, bows and arrows, spear guns, hatchets, knives with blades over three inches, pellet and BB guns, and fireworks are prohibited in

quarters, and if found, shall be confiscated by the staff and disciplinary action taken. Fireworks cannot be stowed at the Armory.

33. Alcoholic Beverages. Possession and consumption of alcoholic beverages in BHs are authorized for those personnel of legal drinking age. To be of legal drinking age, personnel must be at least 21 years old. (See NTCGLAKESINST 1700.1D, regulation concerning alcoholic beverages for further guidance.)

a. Beer vending machines may be authorized in the BHs by the NTC Chief of Staff.

b. Personnel who are disorderly or abuse alcoholic beverages are subject to disciplinary action.

34. Controlled Substances. It is forbidden for anyone to have in their possession, sell, transfer, consume, or introduce on board NTC, narcotics, cannabis sativa (otherwise known as marijuana), or other controlled substances including barbiturates and amphetamines not prescribed by a medical officer. The Navy's stand on drugs is zero tolerance. Residents found in violation will be subject to disciplinary action.

35. Damage to Government Property. Since the BH is serving as each resident's home, each occupant has an interest in ensuring that the building, grounds, and furnishings are properly cared for. Destruction of the buildings, grounds, or furnishings affects the living conditions of all residents. Damaged or destroyed Government property requires money for replacement and repair. Due to budget limitations, it may take a long time to repair or replace. All residents are urged to report any acts of vandalism to the BEH/BOH Manager or the front desk clerk.

36. Parking. Parking is limited aboard NTC and is available at each BH on a first come/first serve basis. BH staff personnel should be consulted on the legality of on-base parking. All traffic and parking regulations must be observed.

37. Bicycle Parking and Storage. Bicycle racks are provided for bicycle parking. The storage of bicycles in passageways, rooms, and common-use areas is not permitted; however, the BEH/BOH Manager shall arrange indoor storage during winter and leave periods.

38. Maintenance and Repairs. Any and all maintenance and repairs required should be reported to the BEH/BOH Manager in

writing, immediately, or no later than the next working day. Emergency repair requests should be called in to the Duty BH Manager after normal working hours at extension 2170.

39. Vending Machine Losses. Refund chits are provided at the assignment desk. Should an individual lose money in any vending machine, the front desk clerk shall give that person a refund chit. Do not vent your frustration on the expensive machine. This may cause damage that requires removal of the machine for repair, thus creating a further reduction in the number of vending machines available. Repairs are funded by money that was identified originally to improve the quality of life for NTC BH residents.

40. Energy Conservation. Each resident's cooperation is necessary to reduce energy usage. Adherence to the following will greatly enhance the energy conservation program:

- a. Turn off all electrical items when not in use.
- b. Keep doors and windows closed in heated areas.
- c. Report all hot and cold water leaks immediately to the BEH/BOH Manager or BH staff personnel.
- d. Appliances with heating coils or refrigeration equipment, excluding irons and electric blankets, must be approved by management prior to use. Electrical heaters are not permitted, as they constitute a fire hazard.

41. Lucky Bag. Lost and found items may be turned in to the BH Manager, who will provide a receipt for the item, log it into the lucky bag system, advertise on the Official Bulletin Board of its availability, and ultimately dispose of the item in accordance with applicable regulations.

42. Mail. With the exception of the BOH, U.S. Mail must be addressed to resident's work address. Any personal mail delivered to the BEHs shall be returned to the U.S. Post Office.

43. Pay Deposits. If reporting for a normal tour of duty, consider either an allotment or the direct deposit system, which will have a member's pay deposited in the bank of his/her choice. The amount of cash on hand should always be kept to a minimum.

44. Wake-Up Service. BH residents are responsible for their own wake up call.

45. Unassigned Bunks. Unassigned bunks are needed for new occupants. Occupying a bunk other than the one assigned at the time of check-in is not permitted.
46. Leave, TAD, Hospital Stays, or Deployments. In the event of leave, TAD, deployment, or hospitalization, every effort will be made to leave a member's belongings in his or her original room. The BPO or front desk clerk is to be notified of vacancy status.
47. Linen. The front desk clerk provides linen 7 days a week. To use personally owned linen, return the initial linen issue to the front desk. Free washers and dryers are provided and are to be used by permanent party personnel to maintain their own linen.
48. TV and Radio Antennas. Indoor TV and radio antennas may be used in the rooms. Placing antennas outside the rooms through windows detracts from the appearance of the BH and cannot be allowed.
49. Personal Telephones. Personal telephones are provided in rooms. To receive telephone service, residents may contact the front desk.
50. Cable TV. Residents may arrange for cable TV service by calling TCI Cable at 1-800-635-3477.

BACHELOR ENLISTED QUARTERS ROOM OF THE MONTH

1. To establish procedures and guidelines for the selection of Bachelor Enlisted Quarters (BEH) Room of the Month.

2. The BEH Room of the Month Program recognizes the best maintained and most improved quarters. The BEH Officer and designated representatives will select, on the last working day of each month, three individual quarters for Room of the Month.

3. This award program is open to all NTC and tenant command permanent party staff personnel, E-6 and below, who reside in Bachelor Enlisted Quarters.

4. Action

a. The Barracks Petty Officer/Building Management Assistant (BPO/BMA) shall: Nominate five rooms per building for consideration as Room of the Month and submit nominations to the chairman no later than the 25th of each month.

b. The BEH selection board shall:

(1) Consist of the BEH Complex Manager (chairman) or designated representative (E-7 and above) and two other designated enlisted personnel, from the BH Department.

(2) Convene during the last week of each month.

(3) Review all nominated quarters and forward recommendations to the BEH Officer.

c. The BEH Officer Shall:

(1) Coordinate the BEH Room of the Month Program.

(2) Select three separate Bachelor Enlisted Quarters Room of the Month recipients.

(3) Ensure input of selections are included in the BH quarterly newsletter.

(4) Prepare letters of recognition and forward to ACOS for Housing for review.

d. The ACOS for Housing shall: Review letters of recognition and forward to the NTC Chief of Staff, Operations for signature.

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5. Recognition. Winners of the BEH Room of the Month will be recognized through the following:

a. Letter of Recognition from the Chief of Staff, Operations, Naval Training Center.

b. Special mention in the BH quarterly newsletter and NTC Bulletin.

BACHELOR ENLISTED QUARTERS (BEH) ADVISORY BOARD

1. Purpose. To promulgate requirements for the Naval Training Center (NTC) BEH Advisory Board.

2. Discussion

a. Reference (a) directs the establishment of a Command BEH Advisory Board. Such boards can generate highly beneficial ideas, helping management and residents to enhance the over-all appearance, habitability, and climate of the facility. These boards are to be comprised of representatives of BEH residents. Personnel assigned to these boards are designated by Commanding Officers/Officers-in-Charge of Naval Training Center component, tenant, and supported commands.

b. The NTC Advisory Board is tasked with review of living conditions and associated matters of concern within the BEH. Recommendations which may improve conditions within the BEH complexes are solicited from all personnel living in the BEHs and should be forwarded to the BEH Advisory Board. Board members will act as spokesperson for BEH residents' suggestions and concerns. Suggestions/concerns may be brought up by any board member, or submitted in writing to the BEH Advisory Board for discussion. In the latter instance, the suggestion/concern may be submitted to BEH 31, Boorda Hall Office, for discussion at the next regularly scheduled meeting.

3. Responsibility. The Director, Bachelor Housing Department, will administer the committee and keep the Commander, NTC, Great Lakes, fully apprised of their actions. The Bachelor Housing Director will attend all Advisory Board meetings, ensuring other key BH management personnel attend as well to assist the committee in their efforts. BH management personnel will not be voting members. The BH Manager will ensure minutes are recorded and submitted through the chain of command for review within five days after each meeting.

4. Membership and Attendees. Membership on BEH Advisory Board is strictly voluntary; however, any command using BHs must have a representative. A Chairman, Vice Chairman, and Recording Secretary will be selected by the group membership. Meetings will be open to all personnel who live in quarters. Residents of the BEH do not have to be a member of the board to attend the monthly meetings. The chairperson will conduct meetings, normally the third Thursday of each month at 1300. Monthly minutes will be distributed to Commanding Officers or supported commands and board members, and will be posted on the official bulletin board in each BEH complex.

5. Organization. Commanding Officers and Officers-in-Charge of tenant/component activities are invited to solicit volunteers. Commands should consider nominating alternates to ensure representation at these meetings. Board members and alternates will be designated in writing with a copy of the letter provided to Commander, Naval Training Center, and the ACOS for Housing. A sample appointment letter is provided below. Board members attending these meetings will include representatives from the following commands:

- a. Naval Training Center
- b. Recruit Training Command
- c. Service School Command
- d. Personnel Support Activity
- e. Reserve Readiness Command Region Thirteen
- f. Naval Dental Center
- g. Construction Battalion Unit 401
- h. Navy Resale Activity
- i. Transient Personnel Unit

6. Sample:

From: Commander, Naval Training Center, Great Lakes
To: John E. Dow, USN, 123-45-6789

Subj: APPOINTMENT TO THE BACHELOR QUARTERS ADVISORY BOARD

Ref: (a) NTCGLAKESINST 11101.5D

1. Per reference (a), you are appointed to represent this command as a member of the Bachelor Enlisted Quarters Advisory Board. This important board meets each month and permits residents of the Bachelor Quarters (BH) to have a direct line of communication with the Commander, Naval Training Center (NTC), Great Lakes, the host command responsible for the logistics support and administration of all NTC, Great Lakes, BHs.

2. Your role will be to act as the representative for all BH residents of this command bringing matters of concern, suggestions, desires, etc., to the board's attention.

3. This appointment shall remain in effect until your transfer from this command, or unless otherwise notified in writing.

Copy to:
NTC BH (N5)

BACHELOR OFFICER QUARTERS (BOH) ADVISORY BOARD

1. Purpose. To provide Bachelor Officer Quarters (BOH) residents with a direct line of communication with BOH management and the Naval Training Center, Great Lakes.

2. Discussion

a. Reference (a) directs the establishment of a Command BOH Advisory Board. The members of the Board will be appointed by the Chief of Staff, Operations (COS OPS) from input provided by individual commands and activities represented in the BOH residence. Major Naval Training Center (NTC) commands will be represented regardless of resident occupancy. One member and one alternate will be designated from each command. The Chairman will be elected from designated members and serve at least a 6-month term.

b. The BOH Manager will attend the meeting of the Advisory Board to serve as an advisor to the board without voting privileges.

3. Responsibilities. The BOH Advisory Board will act only in an advisory capacity to the COS OPS and will not engage in any management or operational duties. The BOH Advisory Board will observe the over-all operation of the BOH and make recommendations to the COS OPS for its improvement. The BOH Advisory Board will organize and foster resident activities of a social nature.

4. Financial Relationships. Members of the BOH Advisory Board will not receive financial remuneration from the BOH in cash, goods, or services for any duties performed as members of the BOH Advisory Board.

5. Action

a. The Chairman will submit the minutes of the BOH Advisory Board to the COS OPS via the ACOS for Housing within five working days after each meeting with copies to each member and the BOH Manager.

b. Major commands listed in paragraph 6 below are required to notify the COS OPS of primary and alternate representatives, and of replacements for those representatives who are being transferred and relieved of membership on the BOH Advisory Board.

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c. Meetings. Meetings will be held at the BOH, Building 62, on the third Wednesday of each month at 1600 or at the call of the Chairman. The Chairman will ensure a copy of the minutes remains in the BOH files.

6. Membership and Attendees. Committee members and alternates will be designated in writing with a copy of the letter provided to Commander, Naval Training Center, and NTC ACOS for Housing. A sample appointment letter is provided below. The following commands are requested to provide individuals to serve on the BOH Advisory Board:

- a. Naval Training Center
- b. Service School Command
- c. Recruit Training Command
- d. Naval Reserve Readiness Command
- e. Naval Hospital
- f. Naval Dental Center
- g. Transient Personnel Unit

7. Sample

From: Commander, Naval Training Center, Great Lakes
To: John E. Dow, USN, 123-45-6789

Subj: APPOINTMENT TO THE BACHELOR QUARTERS ADVISORY BOARD

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2. Your role will be to act as the representative for all BH residents of this command bringing matters of concern, suggestions, desires, etc., to the committee's attention.

3. This appointment shall remain in effect until your transfer from this command, or unless otherwise notified in writing.

Copy to:
NTC BH (N5)

